

A RESOLUTION BY

TRANSPORTATION COMMITTEE

04-2 -0544

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AN APPROPRIATE CONTRACTUAL AGREEMENT, WITH EAGLE GROUP INTERNATIONAL, INC., ON BEHALF OF THE DEPARTMENT OF AVIATION FOR, FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. EAGLE GROUP INTERNATIONAL WILL PROVIDE AND MANAGE SEVENTY-SIX (76) CUSTOMER SERVICE REPRESENTATIVES ("CSRs"), WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED, BY PROVIDING INFORMATION ABOUT THE AIRPORT'S AMENITIES, FACILITIES, AND OTHER RELATED SERVICES. THIS AMOUNT WILL BE CHARGED FROM ACCOUNT NUMBER NO: 2H21-523001-R11006.

WHEREAS, the City of Atlanta (the "City") did solicit proposals for FC-7593-03, Customer Service at Hartsfield-Jackson International Airport ; and

WHEREAS, after review and evaluation of the proponent's qualifications, and analysis of the technical proposal by City personnel, the Aviation General Manager of the Department of Aviation and the Chief Procurement Officer of the Department of Procurement have recommended that contract FC-7593-03, Customer Service at Hartsfield-Jackson International Airport (RFP), be awarded to the most responsible and responsive proponent, Eagle Group International, Inc.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA, that the Mayor is hereby authorized to enter into an appropriate contractual agreement with Eagle Group International, Inc., for FC-7593-03, Customer Service at Hartsfield-Jackson Atlanta International Airport on behalf of the Department of Aviation.

BE IT FURTHER RESOLVED, that the Chief Procurement Officer is hereby directed to prepare an appropriate Agreement for execution by the Mayor, to be approved by the City Attorney as to form.


BE IT FURTHER RESOLVED, that this Agreement shall not become binding on the City and the City shall incur no liability upon same until such Agreement has been executed by the Mayor and delivered to Eagle Group International, Inc.

Shirley Franklin
Mayor

Benjamin R. DeCosta
Aviation General Manager

DATE: March 5, 2004

TO: Adam L. Smith, Chief Procurement Officer
Department of Procurement

FROM: Benjamin R. DeCosta, General Manager 
Department of Aviation

SUBJECT: FC-7593-03 - Customer Service At H-JAIA

Upon successful completion of negotiations for the subject project, we are recommending award to **Eagle Group International, Inc.** in an amount not to exceed **\$1,999,982.87**.

The account to be charged is **2H21-523001-R11006**.

If additional information is required, please contact our Contract Services Division at 404-209-3170, ext. 131.

BRD/me/pk

xc: M. Diaz
E. Kaalund
N. Farrar-Luten
K. Ellis
C. Bell
W. Self
M. Eady
C. Brome
G. Geeter
File

CITY OF ATLANTA
DEPT. OF AVIATION





CITY OF ATLANTA
DEPT. OF PROCUREMENT
2003 OCT -2 AM 10:55


CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

OFFICE OF CONTRACT COMPLIANCE
55 TRINITY AVENUE SW, SUITE 1700
ATLANTA, GEORGIA 30303
OFFICE (404) 330-6010
FAX (404) 658-7359

MEMORANDUM

To: Adam L. Smith, Chief Procurement Officer
Department of Procurement

From: Hubert Owens, Acting Director 
Mayor's Office of Contract Compliance

Date: September 30, 2003

Re: Recommendation for FC-7593-03, Customer Service at Hartsfield International Airport

The Office of Contract Compliance has reviewed twenty (20) proposals for minority and female business enterprise participation. All twenty (20) proponents are eligible under Section 2-1449(a)(2)(C). However, only fourteen (14) proponents have been found responsive by the Office of Contract Compliance. For your information, they have committed to utilizing AABEs, FBEs, and HBEs as indicated below:

<u>Airport Terminal Services, Inc.</u>	15 pts.	<u>Ashton Staffing</u>	0 pts.
Happy Faces Personnel	AABE 20%	Participation Total	0%
Mega Promotional	AABE 1%	None-Responsive	
A Customer's Point of View	FBE 1%		
Brown Office Systems	FBE 1%		
Schofield Interior	FBE 1%		
IMI Data Search	FBE 1%		
Participation Total	25%		
<u>Bletcher Entreprises Group, Inc.</u>	0 pts.	<u>Cole Financial Services, Inc.</u>	15 pts.
Participation Total	0%	<u>New Image Staffing</u>	AABE 20%
None-Responsive		Participation Total	20%

<u>Corporate Temps</u>		15 pts.
Aspen Group	AABE	17%
Vision Group	FBE	17%
Participation Total		34%

<u>The Eagle Group Intl.</u>		15 pts.
Choice Business	FBE	18.2%
3T Unlimited	AABE	17.3%
Participation Total		35.5%

<u>ETI, Inc.</u>		15 pts.
JG Consultants	AABE	17%
AvailStaff	FBE	17%
Participation Total		34%

<u>Flightserv, Inc.</u>		0 pts.
A Customer's Point	AABE	2.1%
All-n-1 Security	FBE	.2%
Mega Promotional	FBE	.3%
Participation Total		2.6%
None-Responsive		

<u>The Guardian Security & Protective</u>		0 pts.
Participation Total		0%
None-Responsive		

<u>Kelly Services, Inc.</u>		15 pts.
Dover Staffing, Inc.	AABE	17%
Vision Group 2000	FBE	17%
A Customer's Point	AABE	3%
Participation Total		37%

<u>People Staff, Inc.</u>		15 pts.
A Customer's Point	FBE	20%
Security Wise	AABE	2.7%
Hi-Tec Associates	HBE	7.3%
Creative Innovations	AABE	5%
Participation Total		35%

<u>Concierge Intl.</u>		15 pts.
The Fant Group	FBE	27%
Capstone Mgmt	AABE	22%
Participation Total		49%

<u>EC London</u>		0 pts.
Participation Total		0%
None-Responsive		

<u>Evergreen Aviation Ground</u>		0 pts.
Participation Total		0%
None-Responsive		

<u>General Aviation Terminal</u>		15 pts.
ASI Svcs Corp	AABE	17%
D. Clark Harris	FBE	17%
A Customers Point	FBE	.3%
Participation Total		34.3%

<u>Huntleigh</u>		0 pts.
A Customer's Point	AABE	3%
Participation Total		3%
None-Responsive		

<u>Corestaff</u>		15 pts.
Elite Staffing Svcs.	AABE	17%
A Customer Point	FBE	3.8%
Best Staffing	FBE	13.2%
Participation Total		34%

<u>Pro Staff</u>		15 pts.
Act One Personnel	FBE	34%
Participation Total		34%

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Adam L. Smith
September 30, 2003

<u>PRWT Services, Inc.</u>		<u>15 pts.</u>
Resurgens Risk Mgmt.	AABE	71%
A Customer Point	FBE	2%
Participation Total		73%

<u>Staffing One, Inc.</u>		<u>15 pts.</u>
ARP Southeast Con.	AABE	21%
Participation Total		21%

<u>Talent Tree</u>		<u>15 pts.</u>
Dover Staffing	AABE	15%
A Customer's Point	FBE	2%
Participation Total		17%

If you have questions, please contact me at (404) 330-6010.

xc: File
Clarissa Brome, DOP

CLARISSA BROME
CONTRACTING OFFICER

TOTAL # OF PROPONENTS - 25

[illegible]

**DEPARTMENT OF PROCUREMENT
LEGISLATIVE SUMMARY**

TO: TRANSPORTATION COMMITTEE

CAPTION:

A RESOLUTION AUTHORIZING THE MAYOR OR HER DESIGNEE TO EXECUTE AN APPROPRIATE CONTRACTUAL AGREEMENT, WITH EAGLE GROUP INTERNATIONAL, INC., ON BEHALF OF THE DEPARTMENT OF AVIATION FOR, FC-7593-03, CUSTOMER SERVICE AT HARTSFIELD-JACKSON INTERNATIONAL AIRPORT, IN AN AMOUNT NOT TO EXCEED \$1,999,982.87. EAGLE GROUP INTERNATIONAL WILL PROVIDE AND MANAGE SEVENTY-SIX (76) CUSTOMER SERVICE REPRESENTATIVES ("CSRs"), WHO WILL ASSIST THE TRAVELING PUBLIC AS NEEDED, BY PROVIDING INFORMATION ABOUT THE AIRPORT'S AMENITIES, FACILITIES, AND OTHER RELATED SERVICES. THIS AMOUNT WILL BE CHARGED FROM ACCOUNT NO: 2H21-523001-R11006.

REQUESTING DEPT.:	Department of Aviation	
CONTRACT TYPE:	Professional Services	
SOURCE SELECTION:	Request for Proposal	
PROPOSAL OPENING:	July 16, 2003	
NO. INVITATIONS ISSUED:	91	
PROPOSALS RECEIVED:	25	
PROPOSERS:	Eagle Group International, Inc. (Mr. T. Fitz Johnson) Kelly Services Airport Terminal Services Staffing One, Inc. General Aviation Terminal ETI Durham Companies, Inc. Express Personnel Services Flightserv, Inc. Evergreen Aviation Ground Pro Staff E.C. London & Associates	Ashton Staffing Huntleigh Corporation Corestaff Services People Staff, Inc. Airport Group International Talent Tree PRWT Services, Inc. Bletcher Enterprise Group, Inc. Concierge International, Inc. Cole Financial Services AppleOne Corporate Temps The Guardian Security

BACKGROUND:

The City of Atlanta (the "City") solicited proposals from qualified proponents to provide the Department of Aviation with up to seventy-six (76) Customer Service Representatives (CSRs), four (4) Supervisors and six (6) Administrative Assistants. These employees will be required to provide their services 365(6) day a year, including holidays. The program was established for participants to welcome and proactively assist the traveling public in a courteous and friendly

manner, and to provide accurate information regarding Airport services, amenities and facilities. The hours of operation are 6:00 A.M. until 11:00 P.M., with adjustments to be made for special events which may create peak demand on any day and during any hour.

TERM OF CONTRACT: The Agreement is for a term of three (3) years with a renewal option at the City's sole discretion. Contract renewal shall be at the same terms and conditions.

**EVALUATION TEAM
COMPOSITION:** Department of Aviation, Finance, Contract Compliance